



AFFORDABLE
PHONE SERVICES
 CALLS FOR EVERYONE!

224950

UNLIMITED LOCAL RESIDENTIAL TELEPHONE SERVICE ***SPECIALIZING IN LIFELINE SERVICE!

P.O. Box 831372 Ocala, FL 34483-1372 * PHONE 352-433-2116 * TOLL-FREE 877-437-2116 * FAX 877-433-2161

Dawn Hipp
 Office of Regulatory Staff
 1401 Main Street, Suite 900
 Columbia, SC 29201

 COPY

Re: Annual Reporting Requirements for Designated Eligible Telecommunications Carriers

Dear Mrs. Hipp:

From SC Docket 103.690.1 Annual Reporting Requirements for Designated Eligible Telecommunications Carriers.

#3 Affordable Phone Services, Inc. received 1,552 requests from potential customers within its service area that we were unable to fulfill during the past year, 7% of the total requests we received. We attempted to provide service to these customers but were unsuccessful for the following reasons.

1. Marketing went to an area in which we cannot provide service.
2. Customer provided an invalid address and all attempts to resolve the address issues were unsuccessful.
3. Customer canceled order upon request.
4. Previous provider kept a local service freeze on the customer's line and a conversion could not be completed.

#4 Affordable Phone Services, Inc. received 63 complaints/ trouble tickets per 1,000 access lines in the past twelve months, 6% of the access lines installed resulted in repair.

1. Trouble was reported to AT&T and an AT&T technician was dispatched to the home to complete the repair.
2. Trouble was reported to AT&T so that the issue could be handled through the Central Office.
3. Repair was an inside problem with the line, jack, or equipments. Since Affordable Phone Services, Inc. does not have an inside wire maintenance plan with AT&T the customer would be referred to their yellow pages for a local telephone technician.

#5 Affordable Phone Services, Inc. continues to certify that it is complying with all applicable service quality standards and consumer protection rules as designated by the commission.

#6 Affordable Phone Services, Inc. employs AT&T's network in provisioning all subscriber lines. As such, we rely on AT&T's emergency functionality systems.

#7 Affordable Phone Services, Inc. certifies that it offers a local usage plan comparable to that offered by the incumbent LEC in its service areas.

#8 Affordable Phone Services, Inc. continues to certify that it acknowledges that the Federal Communications Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.

#9 As of December 31, 2009, Affordable Phone Services, Inc. had 8,546 customers that received Link Up assistance as of December 31, 2009.

#10 Upon completion of this year's Lifeline Verification Survey/ Certification, Affordable Phone Services, Inc. will provide the Office of Regulatory Staff with a copy of form.

If you should have any questions regarding this information, please contact Tina Allen, Operations Manager at 352-433-2116 between Monday through Friday 9AM through 4PM .

Signed,

Tina C. Allen
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